Coleg Gwent

Annual Report on the
Welsh Language Standards

1st August 2022 – 31st July 2023

January 2024

Introduction

Coleg Gwent's Welsh Language Standards Annual Report provides details of Coleg Gwent's compliance to Service Delivery Standards, Policy Making Standards and Operational Standards during this time. The Welsh Language Standards have replaced the Welsh Language Scheme at the college and set clear expectations in respect of both our bilingual services and the way Welsh is used internally.

On the 29th of September 2017, Coleg Gwent received a Final Compliance Notice from the Welsh Language Commissioner. The notice outlines the college's duty to meet 182 of the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011. A successful application was made by Coleg Gwent to the Welsh Language Commissioner to contest 6 of the standards, 3 Service Delivery Standards (Standards 55, 58 and 59) and 3 Operational Standards (Standards 128, 131 and 133). This resulted in a later Imposition Day, 1st of October 2019, for Coleg Gwent for these standards. In August 2019 the college successfully requested a further extension for Standards 55, 58 and 59 (standards relating to the new website) up to December 16th 2019.

Since the 1st of October 2018, the College has complied with all 182 standards making the consideration of the Welsh Language Standards a routine part of our day to day work.

Compliance with the Service Delivery Standards

A document is shared with staff entitled "Welsh Language Standards: What do they mean for me?" All Coleg Gwent staff are aware that they must comply with the standards.

Welsh Language Standards
What do they mean for me?

The Welsh Language Standards are a set of legally binding requirements that aim to improve the bilingual services that the people of Wales can expect to receive from the public sector. All Coleg Gwent staff must comply with the following:

Make sure your email signature is fully bilingual

You must greet all callers on the phone bilingually e.g. *bore da*/good morning, *prynhawn da*/good afternoon.

Your out of office message needs to be fully bilingual

If you are not able to continue with a call in Welsh, offer to contact a Welsh speaking member of staff. A list can be found in the Welsh section of the intranet.

When you send any correspondence it should be bilingual unless the receiver has stated to you otherwise

Any correspondence to staff groups that include Welsh speakers have to be bilingual

Public events/award ceremonies should have a bilingual greeting and all publications must be bilingual

All visitors to any reception areas have to be greeted bilingually

If you receive any correspondence in Welsh, you must reply in Welsh.

Notices/posters (apart from those generated by learners, although this should be encouraged) should be bilingual with Welsh placed so it's likely to be read first.

All student documents/forms will have to be bilingual

Welsh speakers are encouraged to wear a badge/lanyard to show others that they are able to converse in Welsh

Teaching Staff should also be aware that:

Learners should be made aware that they can submit work in Welsh if they so wish.

Welsh speaking learners should be offered access to a Welsh speaking personal tutor.

We know that most of you are already doing these things but we have to be extra careful that we all comply with the new legislation to avoid heavy fines and reputational damage to the college.
If you need any assistance with the above, then don't hesitate in contacting a designated Welsh speaking member of staff on your campus. A list can be found in the Welsh section of the intranet.
You can also e-mail WelshStandards@coleggwent.ac.uk with any general enquiries

Below is an update of how Coleg Gwent complied with the applicable Service Delivery Standards between the 1st of August 2021 and the 31st of July 2022.

Standard Number	How the College Complied (1st August 2022 – 31st July 2023)
1-7	All staff who correspond with others have received detailed guidance on the college's obligations under the Welsh language Standards. Support is available for staff to correspond with others in Welsh through the use of translators and other Welsh speaking staff.
8	All staff who correspond with others have received detailed guidance on the college's obligations under the Welsh language Standards when greeting callers.
9 - 13	The college invested in a new phone operating system 3 years ago, which is fully compliant with Standards relating to dealing with telephone enquiries in Welsh. We have one member of staff who is able to deal with calls in Welsh.
14	When publishing Coleg Gwent telephone numbers it is a standard approach, monitored via the marketing department, to state (in Welsh) that the college welcome calls in Welsh.
15	Not applicable

16-22	The college invested in a new phone operating system, which is fully compliant with Standards relating to dealing with telephone enquiries in Welsh.
24 - 34	All staff who arrange meetings with others have received detailed guidance on the college's obligations under the Welsh language Standards. Support is available for staff to correspond with others in Welsh through the use of translators and other Welsh speaking staff.
35 – 42	All relevant staff have received detailed guidance for the promotion of events to ensure full compliance. Regular audits are carried out internally and processes are in place to deal with any breaches promptly.
43 - 54	All public documents are required to be approved by the marketing department therefore eliminating any risk of non-compliance.
55 - 59	Website The text of each page of the college website is available in Welsh with every Welsh language page fully functional, therefore the Welsh language is not treated less favourably than the English. The marketing department are responsible for all website content and have comprehensive processes in place to ensure full compliance.
60	Computer software for checking spelling and grammar in Welsh is available on all staff and learner PCs
61-63	All apps and social media accounts are required to be approved by the marketing department therefore eliminating any risk of non-compliance.
64	Welsh stickers added to self-service machines with regular audits.
65-67	All relevant staff have received detailed guidance for signage to ensure full compliance. Regular audits carried out internally and processes are in place to deal with any breaches promptly.
68 -72	All reception staff have received comprehensive training and guidance to ensure full compliance with all standards elating to their duties. Regular audits carried out internally and processes are in place to deal with any breaches promptly.
73, 74	All published or displayed notices must be approved by the marketing prior to being erected to ensure full compliance with relevant standards.
75 - 79	All grant or financial assistance procedures are available in Welsh and Welsh applications will not be treated any less favourably
80 - 84	The college will ensure that all future tenders for contracts are published in Welsh (and the Welsh language will not be treated less favourably) If the subject matter of the tender for a contract suggests that it should be produced in Welsh,

	or if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.
85	The Welsh language service the College provides is promoted and advertised in Welsh on all available platforms.
86 - 88	All publicity documents are required to be approved by the marketing department therefore eliminating any risk of non-compliance.
89	All new learning opportunities are assessed for the need to offer that provision in Welsh. These evaluations are available for audit purposes.
90	All Welsh-speaking learners are contacted personally to inform them of their right to submit work in Welsh.
90A	No work submitted in Welsh will be treated less favourably than work submitted in English by any department.
93	All Welsh-speaking learners are contacted personally to inform them of their right to have access to a Welsh speaking personal tutor.

Compliance with the Policy Making Standards

Below is an update of how the Coleg Gwent complied with the Policy Making Standards between the 1st of August 2022 and the 31st of July 2023.

Standard Number	How the College Complied (1st August 2022 – 31st July 2023)
94 - 96	Since the 1st of April 2018, the college assess the impact of any new policy on the Welsh language, in terms of — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language and note consider ways in which policies could have a more positive impact. All policy authors complete an assessment impact section on all new policies and this is reviewed by the Welsh Language Standards Team.
97 - 99	Consultations published on or after April 1st 2018 considers all elements of Standards 97 and 98. All consultation document authors complete an assessment impact section which is reviewed by the Welsh Language Standards Team.
100	The Financial Contingency Fund Policy has been amended to account for Standard 100. The Policy's available on the college website.

101 - 103	Compliance will form part of any tender for any work carried out on behalf of the college, including, but not limited to Policy Making Standards.
104	Since April 1st 2018, all new course request forms sent to the Director of Curriculum will state: (a) what effects, if any (and whether positive or negative), that course would have on (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how that course would have positive effects, or increased positive effects on - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (c) how that course would not have adverse effects, or so that it would have decreased adverse effects on - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language. This will be reviewed by the Director of Curriculum and the Welsh Language Standards before approval and are subject to internal audits.

Compliance with the Operational Standards

Below is an update of how Coleg Gwent complied with the Operational Standards between the 1st of August 2022 and the 31st of July 2023.

Standard Number	How the College Complied (1st August 2022 – 31st July 2023)
105	Coleg Gwent's Using the Welsh language in the College Policy is published on our policies page on the intranet and website. An annual Bilingual Strategy in conjunction with the Coleg Cymraeg Cenedlaethol is operational and monitored by the Welsh Language Steering Group.
106 -110	Each potential new employee is asked in the pre-employment checks package whether he or she wishes for the contract of employment or contract for services to be provided in Welsh, and if so provide the contract in Welsh.

	Each employee state whether he/she wishes to receive any paper correspondence or documents in Welsh, and if an employee so wishes, provide any such correspondence and documents to that employee in Welsh.
111	We have a Welsh self-service facility for employees. Employees can use this to book annual leave in Welsh and record absences. Permission forms to be absent and flexible working forms are available in Welsh on the intranet.
112 - 118	All policies are available in Welsh on the intranet.
119, 119A	We welcome correspondence in Welsh and all complaints made in Welsh will be answered in Welsh.
121	When a meeting is arranged, staff will be made aware that they can use the Welsh language in meetings, and that a simultaneous translation service will be used if necessary.
122 - 123A	We welcome correspondence in Welsh and all correspondence in Welsh will be answered in Welsh.
125	When a meeting is arranged, staff will be made aware that they can use the Welsh language in meetings, and that a simultaneous translation service will be used if necessary.
126	All correspondence regarding a disciplinary matter in Welsh will be answered in Welsh.
127	Computer software for checking spelling and grammar in Welsh is available on all staff and learner PCs
128	All staff are able to view the text of each page the college intranet in Welsh. It is ensured that every Welsh language page on the intranet is fully functional, and the Welsh language is treated no less favourably than the English language on our intranet.
131	The new college intranet complies with the following: If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.
133	The interface and menus on your intranet pages are available in Welsh.
134	Workers can update their Welsh language skills on our self-service platform for employees.
135	Not applicable.
136	HR to offer Welsh training programs on using Welsh effectively in meetings, interviews and complaints and disciplinary procedures.

138, 139	Welsh language lessons are available free of charge to all staff and is stated in the learning and development policy. This is publicised with all staff.
140	There is an online Welsh Awareness course that must be completed during the induction period.
141	Providing information for the purpose of raising their awareness of the Welsh language is part of our induction arrangements.
142 - 144A	Available for all college staff are; • logos and wordings to include in e-mail signatures, which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language. • wording which will enable them to include a Welsh language version of their contact details in e-mail messages • Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages. • lanyards and badges to wear to convey that they speak Welsh.
145	Line managers assess the Welsh Language requirements of new or vacant posts, and select the relevant category: (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (d) Welsh language skills are not necessary.
145A	All job advertisements are in both Welsh and English.
146, 146A, 146B	All application forms, job descriptions, material that explain the procedure for applying for posts, and information about the interview process, or about other assessment methods when applying are published in Welsh, and treated no less favourably than any English language versions of those documents. No application made in Welsh is treated less favourably than an application made in English.
148	Application forms provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and explain that we will provide a translation service from Welsh to English for that purpose if it is required. If the individual wishes to use the Welsh language at the interview or assessment, we provide a simultaneous translation service at the interview or assessment.

149	If an individual applied for a post in Welsh, they are informed in Welsh of the decision in relation to their application.

Staff Training

Coleg Gwent participate in Coleg Cymraeg Cenedlaethol's Work Welsh FE project to upskill lecturers to use Welsh in their teaching. In 2022-23, 34 members of staff were enrolled on the project, with over half progressing from the previous year.

As of July 2023 a total of 36 teaching staff received Sgiliaith's 'Embedding the Welsh Language' training, to offer a more bilingual education to learners. Further Sgiliaith remote training has been undertaken by staff in different roles, including 5 receiving one-to-one mentorship.

Monitoring Compliance

The Welsh/Bilingual Team continued to work closely with other senior managers to give advice on complying to the Welsh language standards and hold regular informal meetings with individual key staff including, heads of curriculum, marketing, HR and Welsh speaking staff.

Random internal checks are undertaken on signage, voicemail messages, and regular Mystery Shopper type exercises are conducted. The Mystery Shopper exercise looks at the service offered by the college, including face-to-face interaction with reception staff, phone and online enquires.

Results from the latest audit carried out in April 2023 showed the college was fully compliant in most cases. The internal audit included awarding events and ceremonies. The Bilingualism Team attended the events with good evidence of compliance. A couple of areas for improvement were identified and shared with relevant managers.

The findings from the audits are shared with relevant managers and staff to discuss their strengths. Further training and guidance is arranged in areas where non-compliance has been found.

The college has a Welsh Language Steering Group which is co-chaired by the Bilingual Development Manager and the Head of Bilingualism and Community Learning, and is mainly a management group. The group meets once every term to discuss updates regarding the Welsh Language Standards, including Mystery Shopper results, among other Welsh/Bilingual matters.

Staff Welsh Language Skills

On the 31st of July 2023, a total of 87 members of staff (7%), could speak Welsh fluently or at an advanced level.

The following table provides further details of staff levels of spoken and Welsh in July 2023. The Welsh language levels of staff working for Learn Welsh Gwent are included.

Level of Welsh	Welsh Oral (number of staff)	Welsh Oral (%)
None	481	39
Very Basic	340	28
Basic	279	23
Intermediate	33	3
Advanced	13	1
Fluent	74	6

A range of opportunities are promoted to all members of staff to improve their Welsh language levels. Due to new provision and opportunities to upskill at the college, the numbers of staff moving up the levels of fluency should continue to increase.

Recruiting to New and Vacant Posts

Between the 1st August 2022 and 31st of July 2023 the number of new and vacant posts that Coleg Gwent advertised which were categorised according to various requirements in respect of Welsh Language Skills, are as follows:

- Desirable – 70
- Essential – 9

Complaints Record

Complaints relating to compliance with the Welsh Language service delivery standards should be made to the Learner Services and Support Director. All relevant information and contact details can be found in Coleg Gwent's Complaints Policy and Procedure, located on the website, under the Compliments and Complaints section.

No complaints were received relating to Coleg Gwent's compliance with the Welsh Language Standards for the period between 1st of August 2022 - 31st of July 2023.